

SENSITIVE BUT UNCLASSIFIED (SBU)

**U.S Embassy Abidjan
Andrew Young Center for Entrepreneurship & American Center**

**STATEMENT OF WORK
FOR
INTERNET SERVICES**

August 22, 2022



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STATEMENT OF WORK

The contractor shall provide internet services to U.S. Embassy in Abidjan .The prices shall include all labor, materials, insurance (FAR 52.228-4 and 52.228-5), overhead, and profit. The Government will pay the Contractor on a monthly basis for standard services that have been satisfactorily performed the following points.

The contractor shall provide:

- A fiber pro and dedicated internet services with a bandwidth of 20MG internet connection to conduct webinars, online training, and video conferencing without interruption.
- A fast and reliable (dedicated line) internet connection to do research online, stream online and access social networking websites like Facebook and YouTube without interruption.
- Minimum two (2) keys contacts persons who can speak and write English.
- Escalation points and issues should be solved in maximum three (3) business days.
- Prompt and 24/7 technical respond problems concerning the internet connection and the network with 30 minutes maximum of response
- Detailed electronic copies of the invoices with individual line for data and the CSV version is required.

The contractor shall ensure that the connection through its network is of the highest quality possible and shall be uninterrupted, clear and with no static. Network problems shall be remedied immediately, and the American Center and the Andrew Young

Center must be immediately informed of any problems, and their resolution without charges.

VENDOR REQUIREMENTS

- Proven existence and experience as Internet Provider Company
- The company must have at least five (5) years of experience
- References regarding the past performance
- Excellent knowledge of internet processing
- Aptitude in using various devices/equipment
- A strong commitment to follow guidelines
- Very good communication skills
- A problem-solving ability
- The company must have full access to all incoming and outgoing communication process in order to address them in a correct manner.